



REQUEST FOR PROPOSALS

FOR

PHYSICIAN SERVICES
RFP# 298-16rfp-physicianservices

PHYSICIAN SERVICES
For the City of Asheville Employee Health Center

City of Asheville
Human Resources Department
P.O. Box 7148
Asheville, NC 28802

Release Date: July 22, 2016

Proposals must be received no later than: August 12, 2016 at 5:00 pm Eastern Time

I. REQUEST FOR PROPOSAL NOTICE

Notice is hereby given that the City of Asheville (“City”) will accept proposals from interested physicians or medical practices with demonstrated experience in providing Clinical Services and Ancillary Administrative Services for the City of Asheville through the Employee Health Center (“Center”) until August 12, 2016 by 5:00pm (Eastern Time).

All Proposals must be made and submitted in electronic document (PDF) format. Submittals may be delivered either via DVD/ CD/Flash Drive to the physical address below or via email. The City of Asheville takes no responsibility for emails that are undeliverable or delayed and it is the responsibility of the submitter to get email confirmation. All Proposals must be clearly identified as “Physician Services” and should be delivered by August 12, 2016 by 5:00pm:

Electronic Submission via Email

Subject: Proposal for Physician Services

Email Address: sbarrett@ashevillenc.gov

Physical Location for Package Delivery of CD/ DVD/Flash Drive

City of Asheville
Human Resources Department
Sixth Floor City Hall
70 Court Plaza
Asheville, NC 28802
RFP#
Attn: Shannon Barrett

Late proposals will not be considered. All proposals must be signed by an authorized representative of your organization. Faxed proposals will not be considered.

The City of Asheville reserves the right to reject any or all Proposals, waive formalities, negotiate terms and conditions, and to select the agent and service options that are in the best interest of the City of Asheville and its employees.

During the evaluation process, the City of Asheville reserves the right to request additional information or clarification from applicants. At the discretion of the City of Asheville, physicians or medical practices submitting proposals may be requested to make an oral presentation as part of the evaluation process.

Inquiries and/or clarifications should be forwarded by email to the Human Resources Department by August 5, 2016 at 5:00pm to sbarrett@ashevillenc.gov. An addendum will be issued by August 8, 2016 answering all questions and will be posted to www.ashevillenc.gov/bids. It is the responsibility of the bidder to check this website periodically for any changes to this proposal.

II. CITY OF ASHEVILLE INFORMATION

BACKGROUND

The City of Asheville, with a population of 87,236 people, comprises an area of approximately 45.2 square miles in Western North Carolina. Asheville is the regional center for manufacturing, transportation, health care, banking, professional services, and shopping. The City is the county seat of Buncombe County, the largest in Western North Carolina and the eleventh largest in the State. Asheville is nestled between the Blue Ridge and Great Smoky Mountains and located astride the French Broad and Swannanoa Rivers. The City is surrounded by lush mountains, many with elevations above 5,000 feet.

The City of Asheville, which was incorporated in 1797, operates under a Council/Manager form of government. The seven-members of City Council are elected at-large for staggered terms of four years. City Council, which acts as the City's legislative and policy-making body, selects the City Manager, who is the City's Chief Executive Officer and is responsible for implementing the policies and programs adopted by the City Council. The City's 1,203-full time workforce provides basic City services including fire and police protection, planning, economic development, development services, public works (streets, traffic, and solid waste and stormwater services), parks and recreation, transportation and water.

III. SCOPE OF SERVICES

The City is soliciting proposals from qualified providers of Physician Services (hereafter "Proposer").

The selected Proposer will be a Physician or Medical Practice licensed in North Carolina, in good standing, Board Certified either in Family Medicine or Internal Medicine, and will be contracted to provide primary care clinical services that include Medical Director/Primary Care Provider, Clinical Services and Ancillary Administrative Services for the City of Asheville Employee Health Center.

Medical Director/Primary Care Provider duties include but are not limited to:

- A. Serving as the Health Center's Medical Director with responsibility for any area of the practice that requires physician oversight.
- B. Participating in quality assurance measures and providing direction/advice as needed,
- C. Providing medical services to the patients of the Health Center, inclusive of all functions necessary to provide quality medical care.
- D. Serving as an educational preceptor for Health Center staff by:
 - a. Responding to questions/consultations of the Health Center staff
 - b. Developing and approving medical protocols and handouts
 - c. Mentoring medical/nursing staff to enhance their competencies and maintain current standards of care.
- E. Assisting the Health Center Supervisor and Health Center Medical Staff.

Clinical Services provided on average of twelve hours weekly as requested by City, providing services which will include, but may not be limited to:

- a. Examination and initial treatment/referral of City employees, dependents or retirees who present at the Health Center with medical complaints, and/or injuries.
- b. Conduct physical fitness examination and evaluation on certain categories of employees, as mandated by City policies and/or statutory requirements.
- c. Provide work-related injury/illness and follow up medical evaluations, especially with respect to specific job duties.
- d. Perform pre-employment, return-to-work medical evaluations, especially with respect to specific job duties.
- e. Provide such other related on-site services such as immunization injections, clinical interpretation of audio-metric, spirometry lab results and other diagnostic findings of City-generated employee health screenings.
- f. Provide Medical Review Officer (MRO) oversight with respect to City drug testing program.
- g. Medical oversight of Physician Assistant.
- h. Provide daytime telephone support for City's nursing personnel and Physician Assistant.

Ancillary Administrative Services provided on average of two hours weekly as requested by City, working collaboratively with the Human Resources Director or designee, advising on such issues as:

- i. Facilitation of Workers' Compensation cases, e.g. review of attending physicians' evaluation/recommendations representing City in management oversight and intervening, as necessary, to ensure equity to both employees and to the City.
- j. Assist with continuous updating of job-specific risk assessment protocol and their application to pre-employment and return-to-work physical examinations and evaluations.
- k. Provide general supervision of City drug screening program to minimize City's risk, and, at the same maximize employer's protection and compliance with prevailing laws/regulations.
- l. Ensure compliance with CUA, OSHA, DOT and other applicable regulations.
- m. Assist in on-going development, presentation, and outcomes, assessments of City initiatives regarding employee education, emphasizing prevention and wellness.
- n. Review City-generated laboratory analysis, provide timely interpretation of results, and when necessary, report positive test results to employee and designated City representatives.
- o. Consult with the City's Employee Assistance Program when appropriate.

IV. REQUIRED CONTENTS & CONDITIONS OF PROPOSAL

The purpose of the proposal is to demonstrate and clearly articulate the qualifications, service level, cost for services, competence and capacity of the Proposer seeking to become Physician or Medical Practice for the City of Asheville. The Proposal should include sections, numbered as indicated below.

All proposals are to include an electronic document (PDF) format on DVD/CD/Flash Drive in the packet. It is suggested that the PDF have a table of contents and hyperlinks for ease of navigation. All proposals should have a minimum font size no less than 11 point Times New Roman. The Appendices should only include resumes of key staff and sample materials along with the following:

1. Contact Information. Include the proposer's name and address, and the contact information (name, mailing address, email address, fax number, and telephone number) of the person whom the City should contact regarding the proposal.
2. Legal Status of the Applicant and signers. State the full, exact name of the proposer. State whether the proposer is an individual, corporation, limited partnership, general partnership, limited liability company, professional corporation, professional association, etc. If it is anything other than an individual or a general partnership, specify the State under which the entity is organized. If the State under which the entity is organized is not North Carolina, specify whether the proposer has received a certificate of authority from the North Carolina Secretary of State to transact business in North Carolina. State whether the proposer is in existence at the time the proposal is submitted, and if not, whether and when the proposer intends to officially form the entity. State the names and titles of the individuals who will sign the agreement.
3. Qualifications, References and Licenses.
 - a. Describe the general nature of Proposer's practice with a brief history.
 - b. Describe the experience of the proposer and other medical professionals who would be assigned to provide services to the City and the percentage of medical professional time spent performing primary care clinical services and ancillary administrative services as described above and other professional services provided by these individuals.
 - c. If you have limited or no experience in handling employment-related health matters as requested in the Project Scope, please describe in detail how you would propose to develop requisite expertise in order to provide such services to the City.
 - d. Give brief resumes of the proposer and other medical professionals who would be assigned to work with the City.
 - e. Provide the names and telephone numbers of five clients who you have provided similar or related services as described in Scope of Services who may be contacted as references.

- f. Verify that the list of services described above will be provided by you or your practice and identify any other related services that you would customarily provide as part of a contract for employment-related health services.
 - g. Provide written evidence that physicians and physician extenders in the practice are licensed by the North Carolina Board of Medical Examiners and in good standing with no unresolved complaints regarding competence, conduct, or quality of service, and no history of negative findings.
 - h. Provide a statement of any legal judgments against the physician or medical practice within the last 10 years.
- 4. Understanding of the Scope of Services. Proposers must provide a comprehensive narrative statement that illustrates their understanding of the scope of the required services, identifying key tasks and how they will be handled. In addition, the narrative should discuss any anticipated challenges.
- 5. Methodology/Approach used for the Service. Proposers must provide a comprehensive narrative statement that sets out the methodology they intend to employ and illustrates how their methodology will serve to accomplish the work and service expectations. The Proposer should provide a detailed plan for implementing the services.
- 6. Cost of Services. The proposal shall itemize all services including hourly rates for all professional, technical, and support personnel, and all other charges related to the Scope of Services.
- 7. List all previous engagements with the City of Asheville.

The Proposer will be responsible for adhering to all aspects of the City's service contract terms and conditions, as well as the City's policies and procedures, at time of contract execution.

V. EVALUATION & SELECTION PROCESS

Evaluation Criteria

The Evaluation Committee will review and evaluate the proposals based upon the following criteria (not necessarily listed in rank order):

- Experience and qualifications in providing clinical services in an employer sponsored health center
 - a. Does the physician or practice have relevant experience
 - b. Is the resume complete and demonstrate background that is desirable for individuals engaged in the work the service requires
 - c. Level of applicable education and experience
- Understanding of the required services
 - a. Demonstration of thorough understanding of the required services: Medical Director/Primary Care Provider duties, Clinical Services, Ancillary Administrative Services

- b. Have any issues and potential problems related to the scope of services been clearly identified and deliberated
 - c. Demonstration of understanding of the scope of services the City expects provided
- Methodology/Approach used for the service
 - a. Does the methodology depict a logical approach to fulfilling the requirements of the RFP, i.e. detailed plan to meet and provide all identified services
 - b. Does the methodology match and contribute to achieving the scope of services set out in the RFP
- Estimated Cost. The lowest cost proposal will receive the highest points allocated to the cost criteria. Cost is only one of a number of factors to be evaluated.

After the initial evaluation, a short list of Proposers may be selected to interview and make a presentation as part of the selection process. The City encourages Proposers to demonstrate experience and expertise by proposing alternatives or changes to the draft Scope of Services as is determined to be necessary.

The successful Proposer will be required to enter into a written agreement with the City of Asheville that will include service agreements and compensation for all coverage's.

Proposed Schedule

Release RFP	July 22, 2016
Deadlines for Questions	August 5, 2016 5:00 pm (EST)
Addendum	August 8, 2016
Deadline for Proposals	August 12, 2016 5:00 pm (EST)
Email Submissions	August 12 8:30 am- 5 pm (EST)
City to Complete Review	By September 2, 2016
Contract Decision/Award	By October 12, 2016

VI. CITY OF ASHEVILLE CONTRACT TERMS AND CONDITIONS

The physician or medical practice selected will be subject to the following, but not limited to, terms and conditions:

A. Insurance: The successful Physician or Medical Practice (Proposer) agrees to keep and maintain for the duration of the Agreement including but not limited to Professional Liability/Malpractice Liability coverage with at least the minimum limits shown below. The Proposer shall provide evidence of insurance coverage consistent with this requirement prior to contract award. The Proposer shall furnish the City with certificates of insurance for insurance described herein, with the City listed as Certificate Holder. In the event of bodily injury, property damage, or financial loss caused by Proposer's negligent acts or omissions in connection with Proposer's services performed under this Agreement, the Proposer's Liability insurance shall be primary with respect to any other insurance which may be available to the City, regardless of how the "Other Insurance" provisions may read. In the event of cancellation, substantial changes or nonrenewal, the Proposer and Proposer's insurance carrier shall give the City at least thirty (30) days prior written notice. No work shall be performed until the Proposer has furnished to the City the above referenced certificates of insurance and associated endorsements, in a form suitable to the City.

Professional Liability/Malpractice Liability:	\$1,000,000 per Claim
Professional Liability Malpractice Liability:	\$3,000,000 Aggregate

Certificate of Insurance lists City of Asheville, PO Box 7148, Asheville, NC 28802, as Certificate Holder.

B. Indemnification: Successful Physician or Medical Practice (Proposer) shall indemnify, defend, and hold harmless the City and its subsidiaries, divisions, officers, directors and employees from all liability, loss, costs, claims, damages, expenses, attorney fees, judgments and awards arising or claimed to have arisen, from any injury caused by, or allegedly caused by, either in whole or in part, any act or omission of the Proposer or any employee, agent or assign of the Proposer. This provision is not applicable to any claim arising out of or related to any active or primary negligence of or by City, its officers or employees.

Nothing herein shall be construed as a waiver on the part of the City to any defense of any claim, including, but not limited to the defense of governmental immunity.

C. Proprietary Information

Trade secrets or similar proprietary data that the vendor does not wish disclosed other than to personnel involved in the evaluation or contract administration will be kept confidential to the extent permitted by NCAC T01:05B.1501 and G.S. 132-1.2 if identified as follows: Each page shall be identified in boldface at the top and bottom as "CONFIDENTIAL". Any section of the proposal that is to remain confidential shall also be so marked in boldface on the title page of that section. Cost information may not be deemed confidential. In spite of what is labeled as

confidential, the determination as to whether or not it is shall be determined by North Carolina law.

NOTE: In the electronic version, proprietary information must be redacted in anticipation of public record requests.

D. Minority Business Plan

The City of Asheville has adopted a Minority Business Outreach Plan to encourage participation by women and minority businesses in the public bidding process. The purpose of this outreach effort is to increase the likelihood of success in the award of contracts. Bidders are hereby notified that this bid is subject to the provisions of this Outreach Plan. Questions regarding the Minority Business Outreach Plan may be directed to, Brenda Mills, Office of Economic Development, City of Asheville, Post Office Box 7148, Asheville, NC 28802-7148 or by phone at (828) 259-8050 or by e-mail to bmills@ashevillenc.gov. You can access a listing of certified minority firms at either <https://www.ips.state.nc.us/Vendor/SearchVendor.aspx> (State of North Carolina's VendorLink search) or www.doa.state.nc.us/hub (Link for Office of Historically Underutilized Businesses to search for HUB vendors directly). All bidders are notified that they must show proof of minority or woman business status for purposes of this bidding opportunity if they do not use the Office of Historically Underutilized Businesses as their source for outreach efforts. It is the policy of the City to (1) provide minorities an equal opportunity to participate in all aspects of its contracting and procurement programs and (2) to prohibit any and all discrimination against persons or businesses in pursuit of these opportunities.

E. Drug-Free Workplace

The City of Asheville is a drug-free workplace employer. The Asheville City Council has also adopted a policy requiring City construction and service contractors to provide a drug-free workplace in the performance of any City contract.

- A. Notifying employees that the unlawful manufacturer, distribution dispensation, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken for such violations.
- B. Establishing a drug-free awareness program to inform about the dangers of drug abuse in the workplace, the contractor's policy of maintaining of drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and penalties that may be imposed upon employees for a drug violation.
- C. Notifying each employee that as a condition of employment, the employee will abide by the terms of prohibition outlined in (A) above and notify the contractor of any criminal drug statute conviction for a violation occurring in the workplace not later than (5) days after such conviction.

- D. Notifying the City of Asheville within ten (10) days after receiving from an employee a notice of criminal drug statute conviction or after otherwise receiving actual notice of such conviction.
- E. Imposing a sanction on, or requiring the satisfactory participation in drug counseling, rehabilitation or abuse program by, an employee convicted of a drug crime.
- F. Making a good faith effort to continue to maintain a drug-free workplace for employees. If the prospective vendor is an individual, the drug-free workplace requirement is met by not engaging in the unlawful manufacturer, distribution, dispensation, possession, or use of a controlled substance in the performance of the contract.

If the prospective vendor is an individual, the drug-free workplace requirement is met by not engaging in the unlawful manufacturer, distribution, dispensation, possession, or use of a controlled substance in the performance of the contract.

By submitting a request for proposal, a prospective primary vendor certifies that it and all sub-vendors will comply with the City of Asheville drug-free workplace requirement. A false certification or the failure to comply with the above drug-free workplace requirements during the performance of contract shall be grounds for suspension, termination, or debarment.

F. Workplace Ad Valorem Taxes

Bidders/Vendors please note that City Policy, adopted by City Council Resolution No. 93-139, prohibits the City from entering into contracts with persons or firms who are delinquent in the payment of ad valorem taxes owed to the City of Asheville.

G. E-Verify Employer Compliance

By submitting this proposal, vendor and their subcontractors with 25 or more employees as defined in Article 2 of Chapter 64 of the NC General Statutes shall comply with E-Verify requirements to contract with governmental units. E-Verify is a Federal program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law. E-verify can be accessed via this link: <http://www.uscis.gov/everify/employers>

H. Iran Divestment Act Certification. By submitting this proposal, the vendor certifies that, as of the date of submission, it is not on the Final Divestment List as created by the State Treasurer pursuant to N.C.G.S. § 147-86.58. In compliance with the requirements of the Iran Divestment Act and N.C. G. S. § 147-86.59, the consultant/firm shall not utilize in the performance of the contract any subcontractor that is identified on the Final Divestment List.

I. Ownership of Work Products. The City shall have the exclusive ownership of all property rights in all documents and other work product prepared by, for, or under the direction of the selected Physician or medical practice pursuant to any contract under this RFP.

VII. CITY OF ASHEVILLE TERMS AND CONDITIONS OF THE PROPOSAL:

- A. Modify or cancel the selection process or schedule at any time.
- B. Waive minor irregularities.
- C. Reject any and all responses to this RFP and to see new submittals if it is in the best interest of the City.
- D. Seek clarification or additional information from responding physicians or medical practices as it deems necessary to the evaluation of the response.
- E. The RFP does not obligate the City to enter into an agreement or pay any costs incurred by firms in preparation and submission of a proposal.
- F. Selection of a physician or medical practice does not guarantee these services will be required. The City maintains sole discretion in assigning services, if any, to the selected physician or medical practice throughout the term of the contract. The City, additionally reserves the right to issue future RFPs, as may be needed and to solicit responses from physicians or medical practices not selected as part of this process.

EXECUTION OF PROPOSAL

By submitting this proposal, the potential contractor certifies the following:

1. This proposal is signed by an authorized representative of the firm.
2. The cost and availability of all equipment, materials, and supplies associated with performing the services described herein have been determined and are included in the proposed cost.
3. All labor costs, direct and indirect, have been determined and are included in the proposed cost.
4. The potential contractor has read and understands the conditions set forth in this RFP, and agrees to them with no exceptions.

Therefore in compliance with this Request for Proposals, and subject to all conditions herein, the undersigned offers and agrees, if this proposal is accepted within 90 days from the date of the opening, to furnish the subject services.

VENDOR: _____

ADDRESS: _____

CITY, STATE, ZIP: _____

TELEPHONE NUMBER: _____

EMAIL ADDRESS: _____

FEDERAL EMPLOYER IDENTIFICATION NUMBER:

SIGNATURE: _____ TITLE: _____

TYPED NAME: _____ DATE: _____

**THIS PAGE MUST BE SIGNED AND INCLUDED IN YOUR PROPOSAL.
UNSIGNED PROPOSALS WILL NOT BE CONSIDERED.
NON-COLLUSION AFFIDAVIT**

STATE OF _____

COUNTY OF _____

_____, of _____, being
(Name) (Bidder)

duly sworn, deposes and says that:

1. He is _____
(owner, partner, officer, representative, agent)
of _____, the Bidder that has submitted the attached
Bid Proposal;
2. He is fully informed respecting the preparation and contents of the attached Bid
Proposal and of all pertinent circumstances respecting such Bid Proposal;
3. Such Bid Proposal is genuine and is not a collusive or sham Bid Proposal;
4. Neither the said Bidder nor any of its officers, partners, owners, agents,
representatives, employees, or parties in interest, including this affiant, has in any
way colluded, conspired, connived or agreed, directly or indirectly with any other
Bidder, firm or person to submit a collusive or sham Bid Proposal in connection
with the Contract for which the attached Bid Proposal has been submitted or to
refrain from bidding in connection with such Contract, or has in any manner,
directly or indirectly sought by agreement or collusion or communication or
conference with any other Bidder, firm or person to fix the price or prices in the
attached Bid Proposal or of any other Bidder, or to fix the overhead, profit or cost
element of the Bid price or the Bid price of any other Bidder, or to secure
through any collusion, conspiracy, connivance or unlawful agreement any
advantage against the City of Asheville, or any person interested in the proposed
Contract; and
5. The price or prices quoted in the attached Bid Proposal are fair and proper and
are not tainted by any collusion, conspiracy, connivance or unlawful agreement
on the part of the Bidder or any of its agents, representatives, owner, employees,
or parties of interest including this affiant.

Signed

Title

SWORN TO AND SUBSCRIBED before me this ____ day of _____, 20____.

Notary Public

My Commission Expires: _____

SECTION VII – REQUIRED DOCUMENTATION

The following are to accompany bid responses:

1. VENDOR APPLICATION AND LICENSES

Bidders are asked to submit a vendor application and return it with bid response.

Bidders may download the form from the City's website at the following link:

<http://ashevillenc.gov/bids>. At the bottom of the page, select "Vendor Application". Directions for submittal are available on this page. Please include commodity codes on your application

2. NORTH CAROLINA CERTIFICATE OF AUTHORITY

All out of state vendors are required to have a NC Certificate of Authority. If you already have a certificate please submit with your bid. If you do not have one, you must obtain one before entering into a contract with the City. You may register with the State of NC at:

<http://www.secretary.state.nc.us/corporations/forms.aspx?pitmid=5465493&type=businesscorporation>

DOCUMENTS TO BE COMPLETED AFTER AWARD

- Certificate of Insurance: City of Asheville named as additional insured. Insurance requirements listed in SECTION II, O. Indemnification.